Subject: CPI: Searching in Crisp for chat

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From: Ross, Katie
To: #DI GX GSR

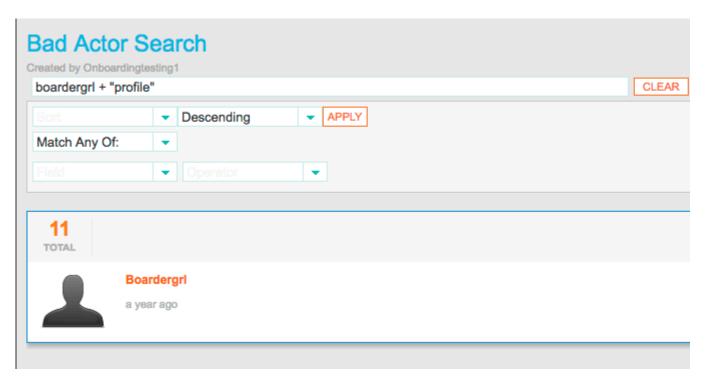
CC: #DI GE Management and Team Leads, Mack, Naomi

The Crisp team is still making changes to the tool we use to look up Bad Actor chat as well as Blog Comments. We can still only see accounts that have had moderator placed events. If an account has only has system placed warnings or bans, the account will not show in our search.

Reminders: Still need to change the setting from "Match All" to "Match Any"

There have been changes to the Bad Actor search that have all the chat loading. A neat way to search is to use this format: **display name + "profile"**

This should load one result with the number of actions. Click on that profile and the Author Items and Events tabs will load!



Let me know if you have any questions!

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